

Initial Setup

Participation in the Tennessee Electronic Library is open to all academic libraries (public and private), public libraries, school libraries (private and public), and not-for-profit special libraries. (See note on special libraries, below.)

Registration will provide the Thomson Gale with the necessary information to set up your TEL accounts and your institution's interfaces with the databases.

Upon registration, special libraries must confirm their not-for-profit status by submitting a copy of IRS Form 501(C)(3) **OR** a copy of their non-profit Charter from the Tennessee Secretary of State, Corporations Section. Special Libraries within Federal, State, or Intergovernmental Agencies are exempt from this requirement.

Mail or fax certification to:

TEL Project

Attn: Tricia Bengel

Tennessee State Library & Archives

403 Seventh Avenue North

Nashville, Tennessee 37243-0312

Fax (615)-532-9904

Online registration information is available at: <http://access.gale.com/tel/registration.html>
For further information e-mail Tricia Racke Bengel at : tricia.bengel@state.tn.us

We suggest that you print out and review the form on the registration web site before filling in the form online. You may need to consult your technical support personnel in order to get the specific information requested on the registration form.

After you have registered, you will receive two e-mail messages from Thomson Gale. The first will acknowledge the receipt of your registration and the second will contain your account information. The account information will contain a site-specific URL for access, statistical collection, and remote access purposes. Thomson Gale will also supply the password for remote access to your URL. Most registrations are complete within 48 hours. Please continue to check your e-mail for the messages.

Libraries should distribute the TEL URLs and password to all users in their community or place links to the databases on library webpages. Access can be from any classroom, home, or anywhere Tennessee users have access to the internet.

If you would like to customize the links on your library's website, you will need the URL for each database. That information may be found at <http://access.gale.com/tel/links.html>

Configuration

To find out if your library is already registered or what your TEL account URL is, see <http://access.gale.com/cgi-bin/tel/members.pl>

For documentation on customizing your TEL configuration; including: authentication, OpenURL, z39.50, firewalls, proxy servers, and many other advanced topics, see Thomson Gale documentation at http://www.gale.com/technical_support/index.htm or call the Technical Support Phone at 1-800-877-4253 (option 4).

The InfoTrac Config User's Guide provides in-depth documentation on how to configure TEL exactly for your library. It is online at http://www.gale.com/pdf/customer_service/manuals/itconfigguide.pdf.

If you need to contact Thomson Gale Technical Support (to change IP information) or other Thomson Gale staff.

New account registration status, account configuration, or questions about merging accounts:

gale.technicalsupport@thomson.com

Technical questions or access issues about using Thomson Gale products:

gale.technicalsupport@thomson.com

800.877.4253, option 4

Thomson Gale content and search related questions, training and applications:

gale.contentqa@thomson.com

800.877.4253, option 5

Reports

Reports of TEL usage may be configured for automatic generation and email to any individual on a monthly basis or can be run on the fly for privileged users. You may choose ASCII, Comma Separated Values or PostScript for the report format. You may get statistics on usage by database by time of day or day of week, retrievals by citations or retrievals by alphabetic journal list. See <http://access.gale.com/tel/stats.html> for configuring statistical reports for your library.

To find the list of titles in each database, see

<http://www.gale.com/servlet/HTMLFileServlet?region=9&imprint=000&fileName=catalog/titles.htm>

To read descriptions on each TEL database, see <http://access.gale.com/tel/products.html>

Product fact sheets on all Thomson Gale databases may be found at

<http://www.gale.com/servlet/HTMLFileServlet?region=9&imprint=000&fileName=catalog/facts.htm>